

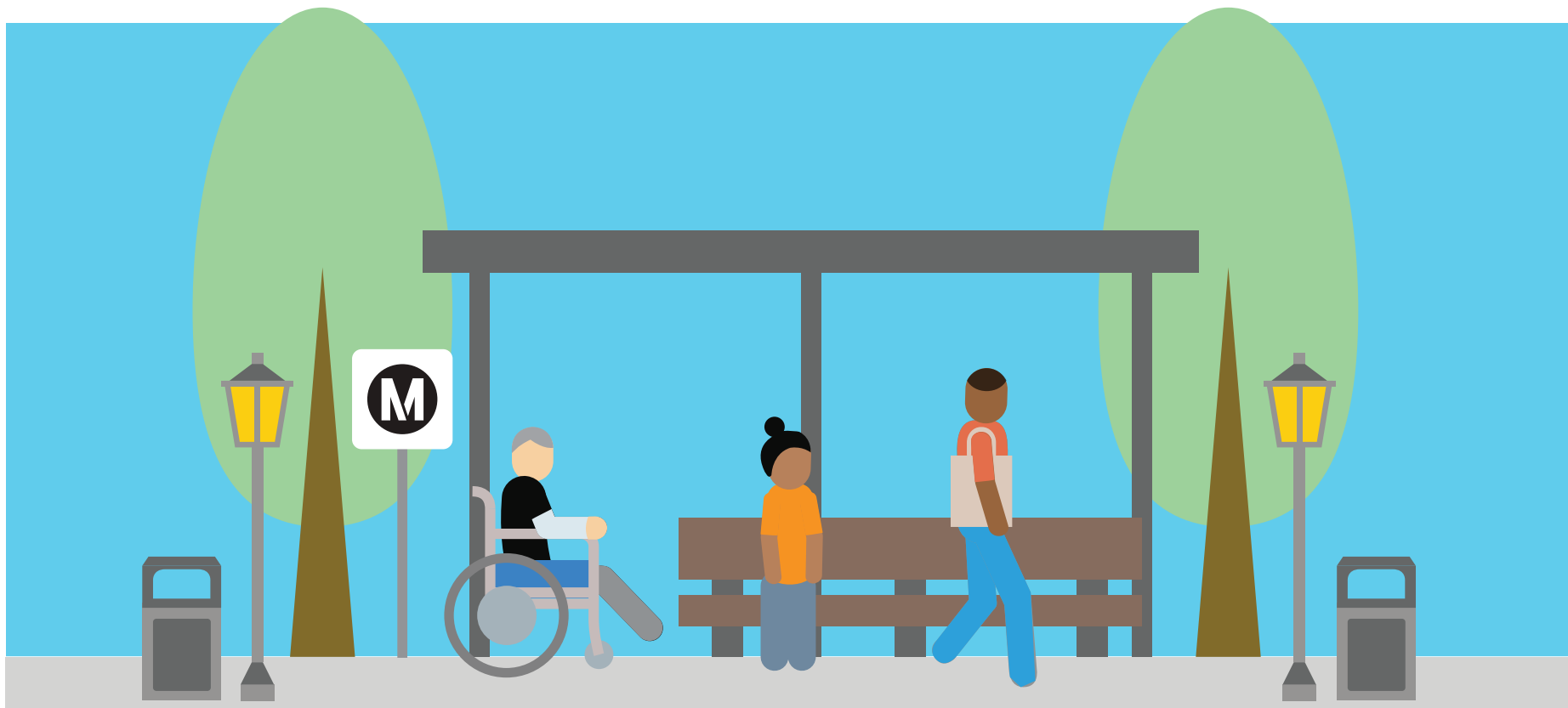
On-Board Survey Results + Trend Report Fall '19

Every year Metro Research conducts a customer satisfaction survey on board their buses and trains.

This year, we received input from **14,624** riders like you!

This is what they had to say.

Attachment B



Metro

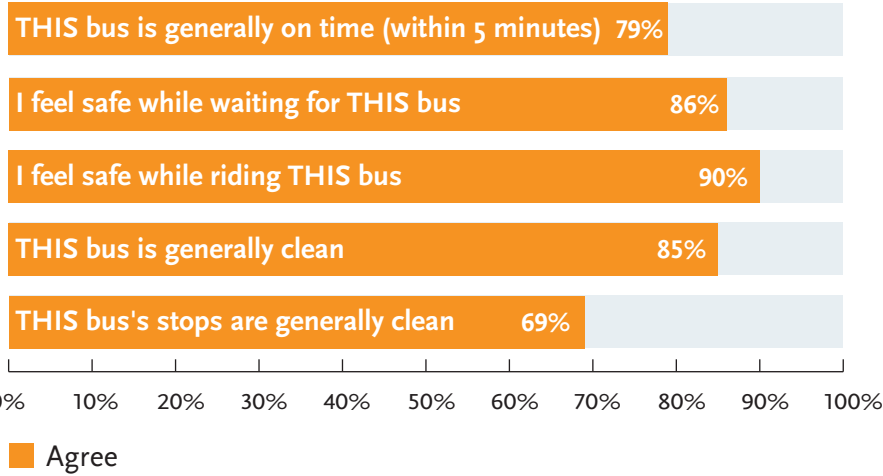
Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

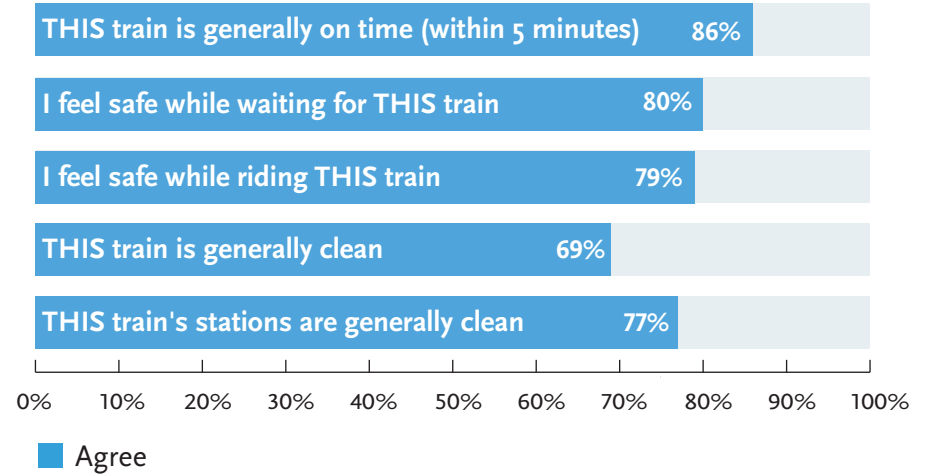
CUSTOMER SATISFACTION



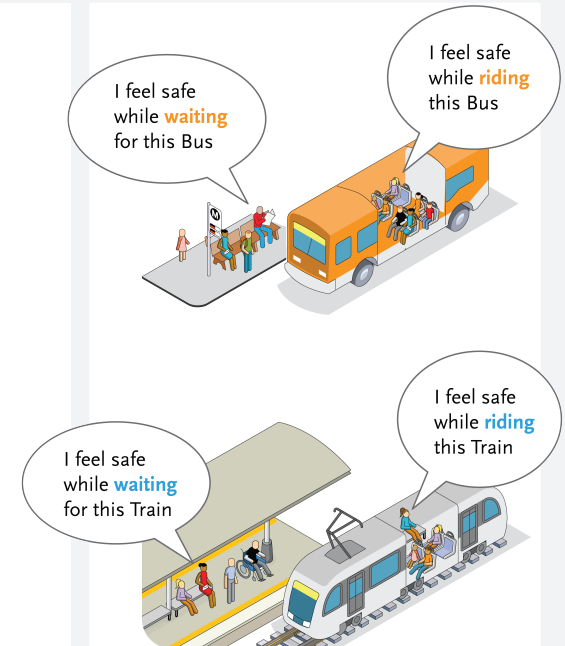
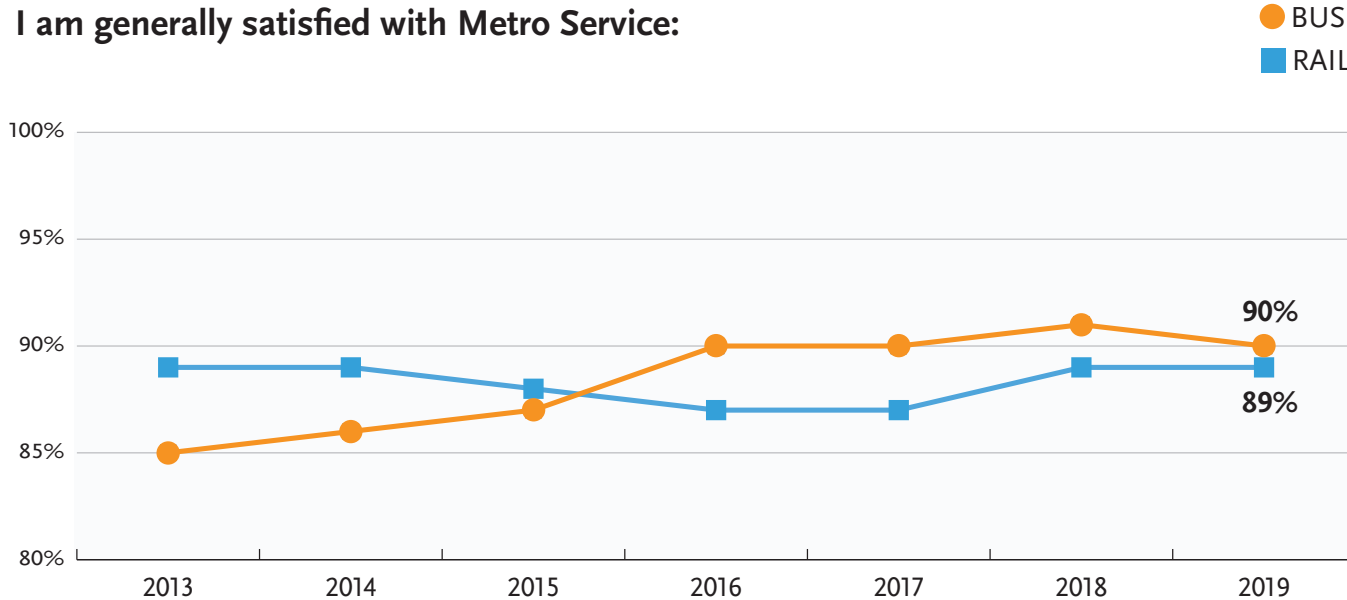
BUS



RAIL



I am generally satisfied with Metro Service:



DEMOGRAPHIC DATA

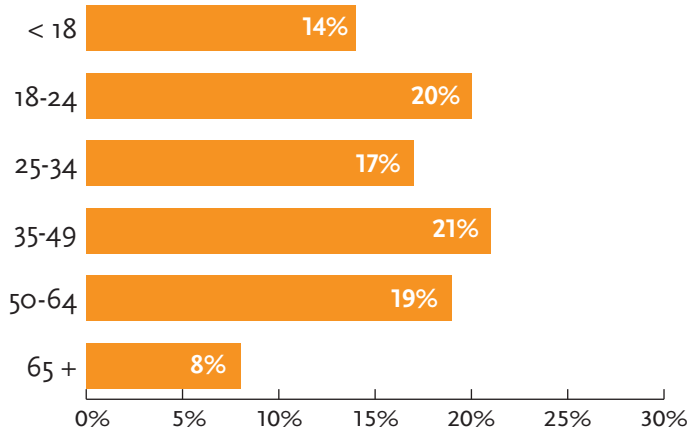


BUS

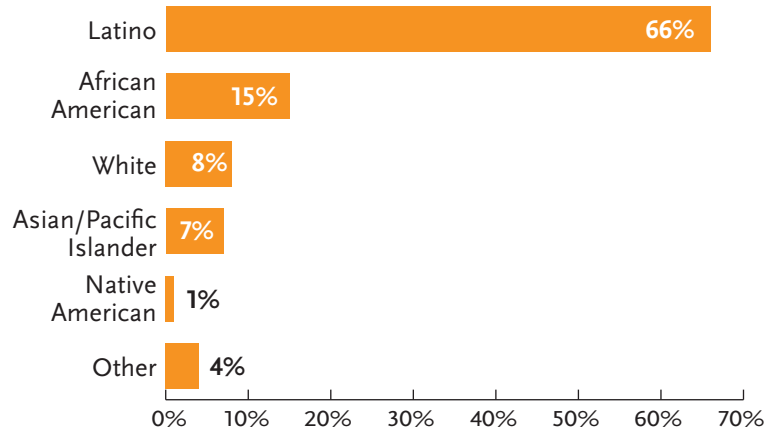


RAIL

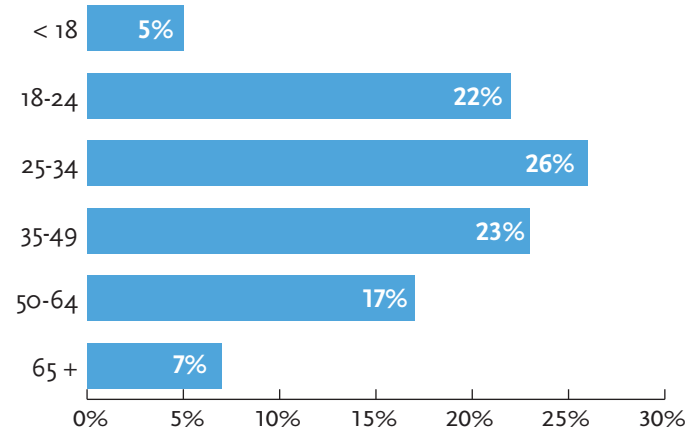
Age



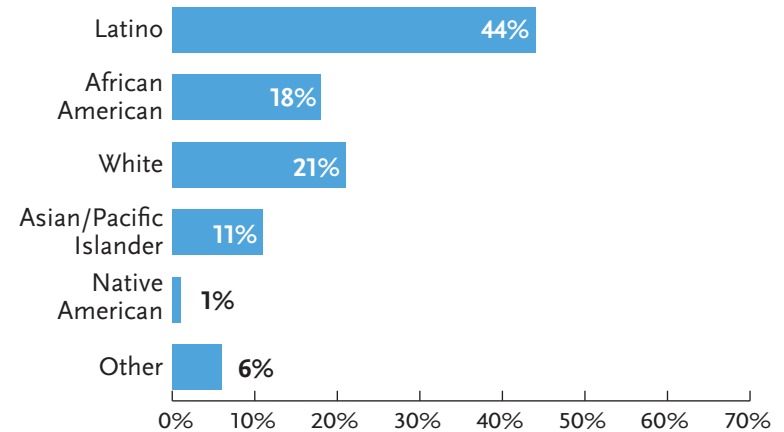
Ethnicity



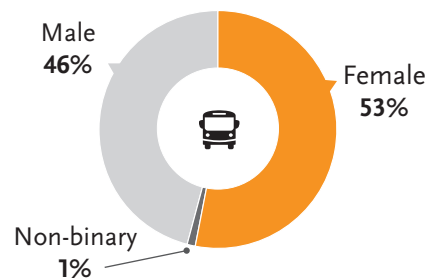
Age



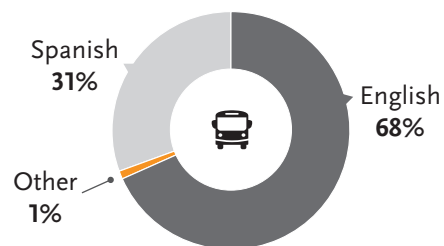
Ethnicity



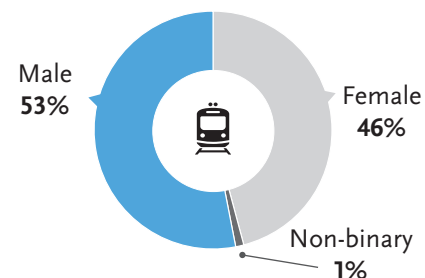
Gender Identity



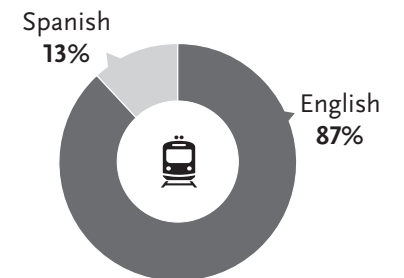
Survey Language



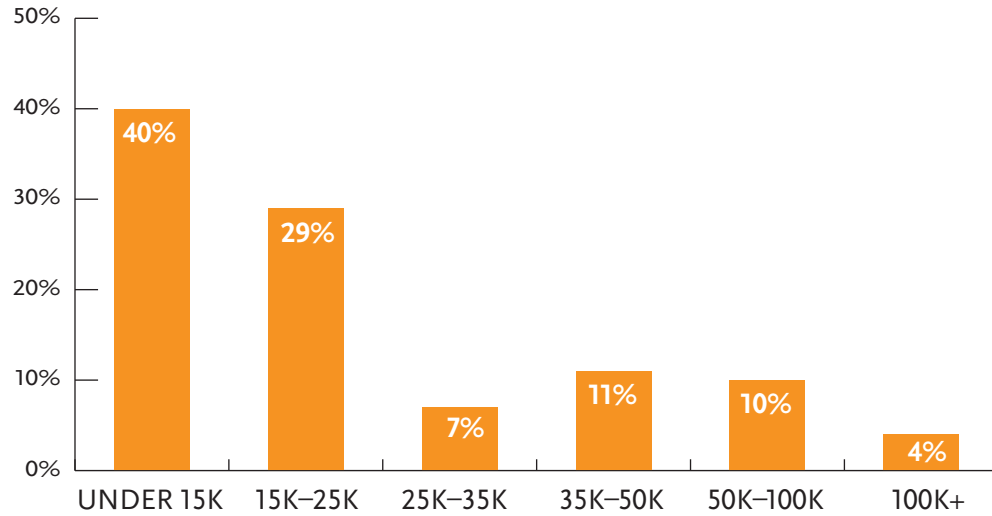
Gender Identity



Survey Language

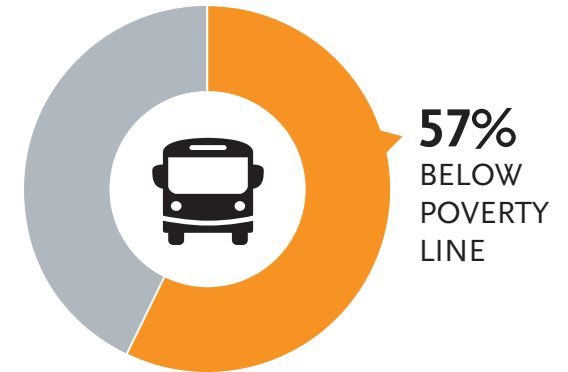


Household Income

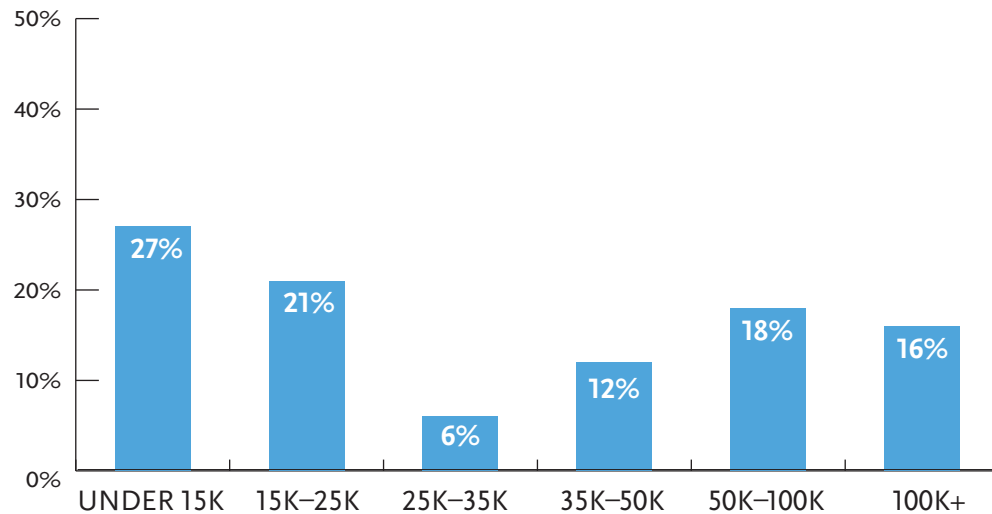


Median Income
\$17,975

Mean Income
\$26,961

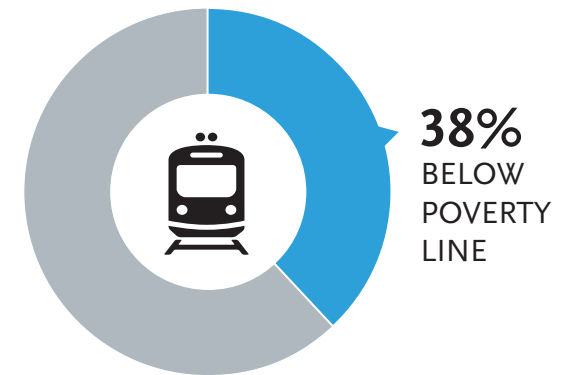


Household Income

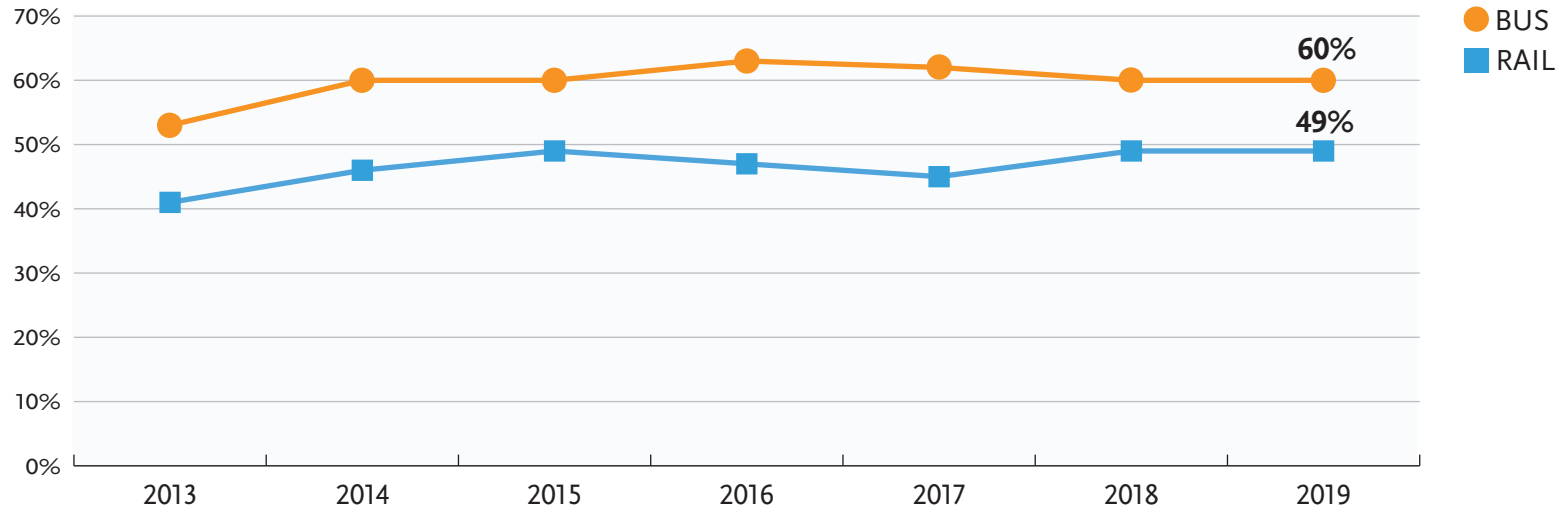


Median Income
\$27,723

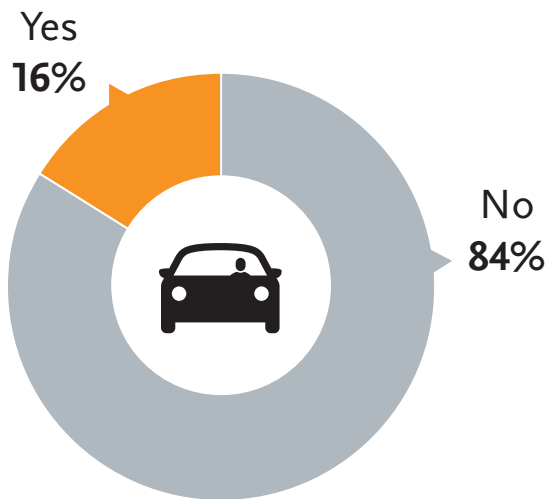
Mean Income
\$45,421



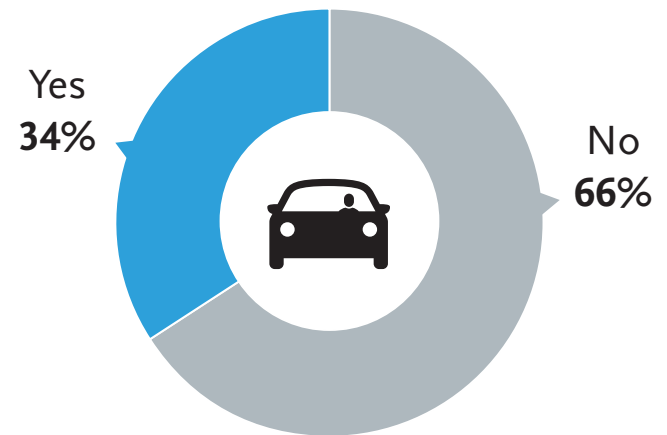
I have been riding Metro for 5+ years:



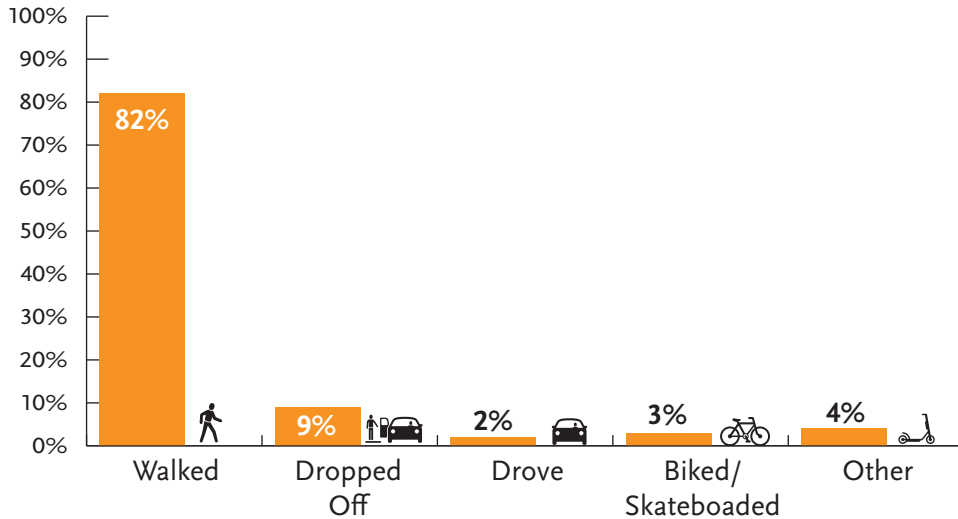
 Do you have a car available to make THIS trip?



 Do you have a car available to make THIS trip?



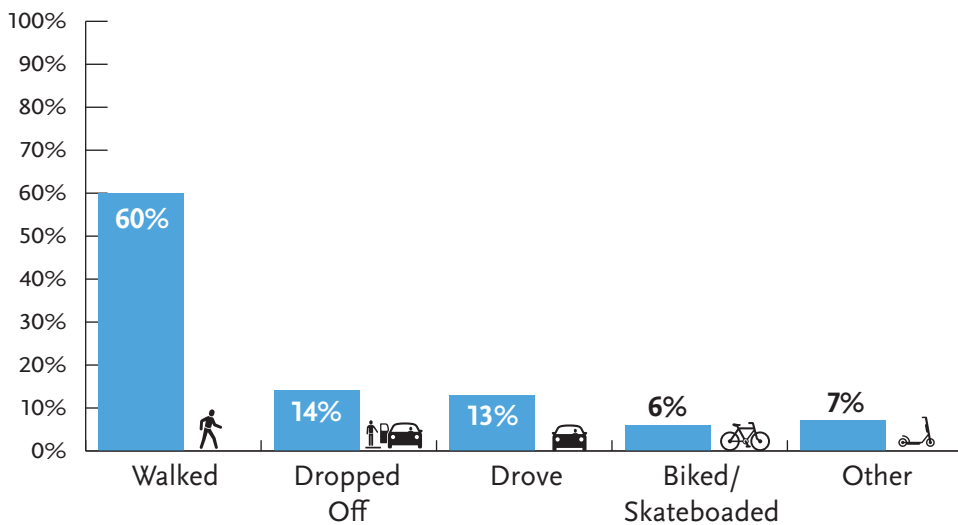
First Mile Travel Modes



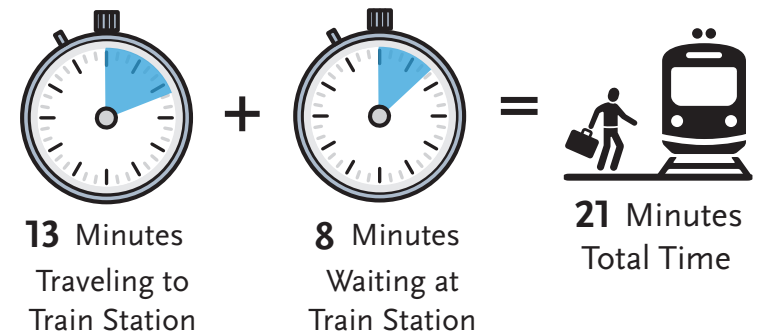
Average Total Time Before Boarding Bus



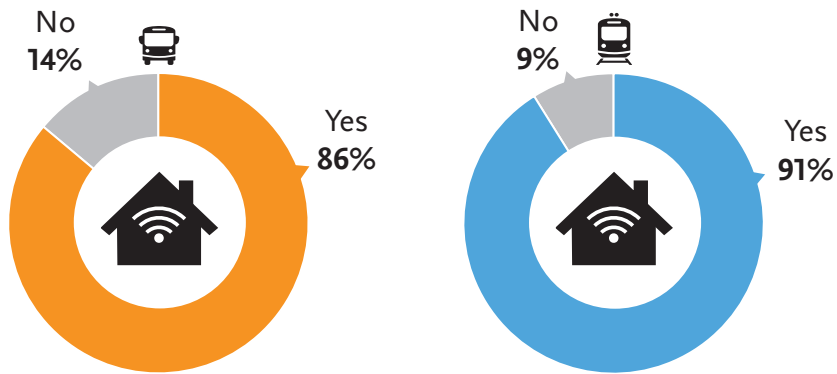
First Mile Travel Modes



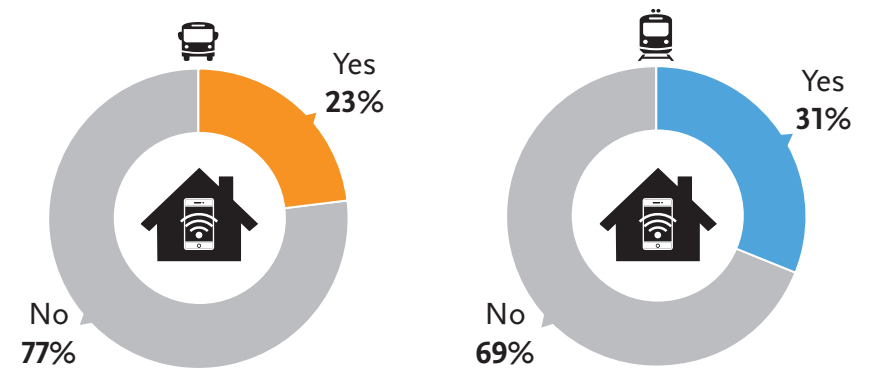
Average Total Time Before Boarding Train



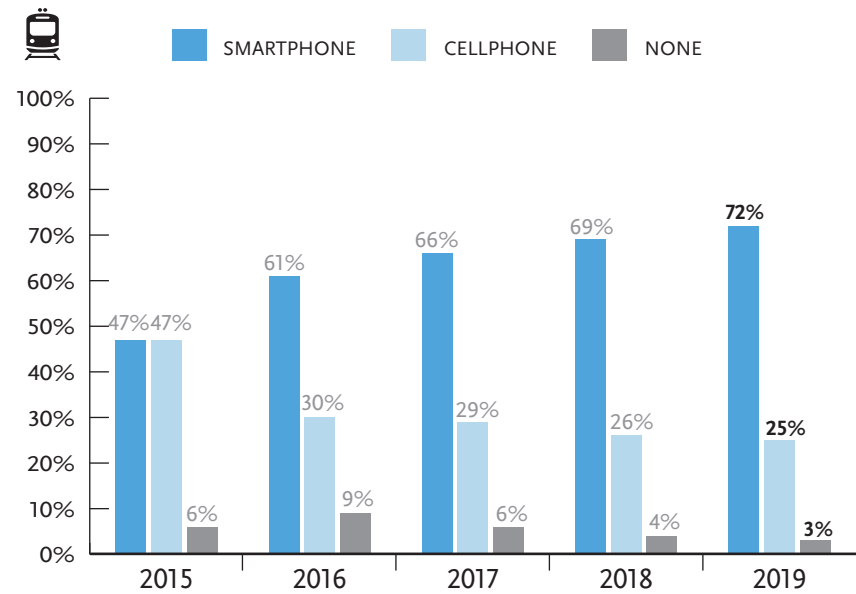
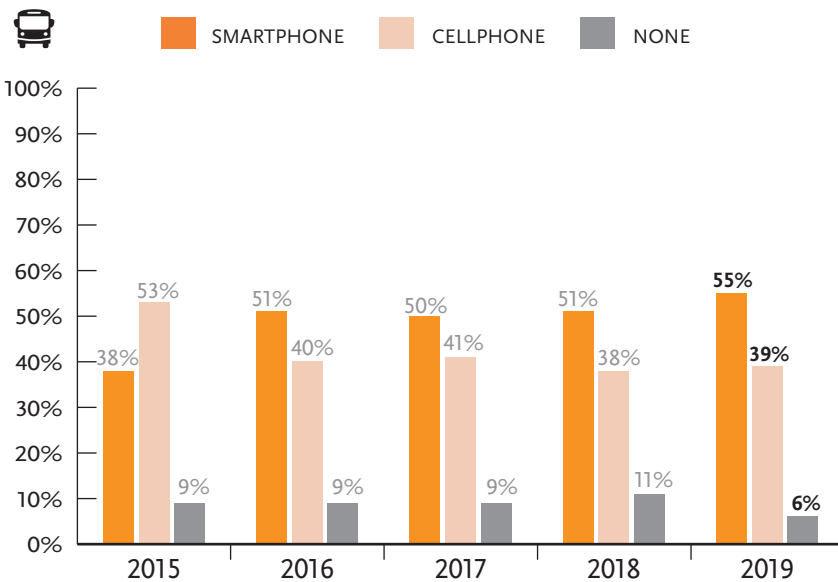
Do you or any member of your household have access to the internet?



Do you or any member of your household have access to high-speed internet and a smartphone data plan?



What type of mobile device do you own? 



SEXUAL HARASSMENT



BUS

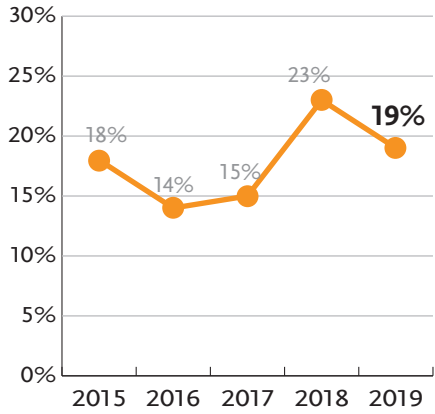


RAIL

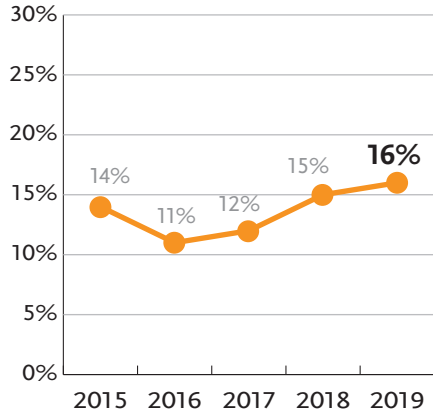
BUS ●



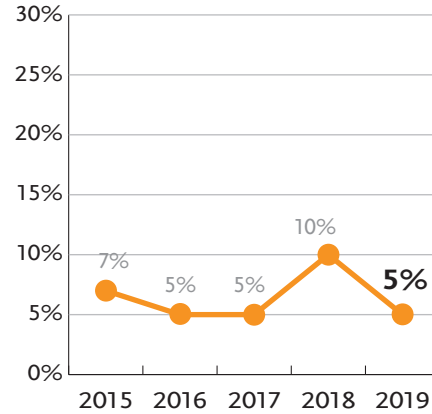
At least one type of sexual harassment



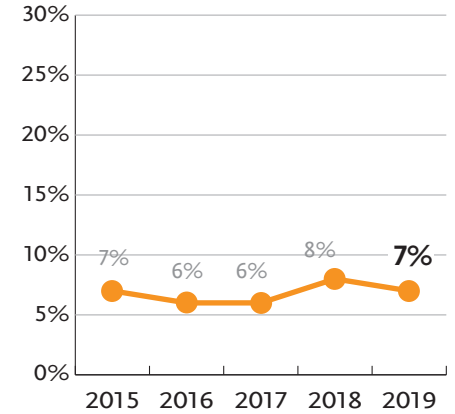
Non-Physical (comments, gestures, etc)



Physical (groping, fondling, etc)

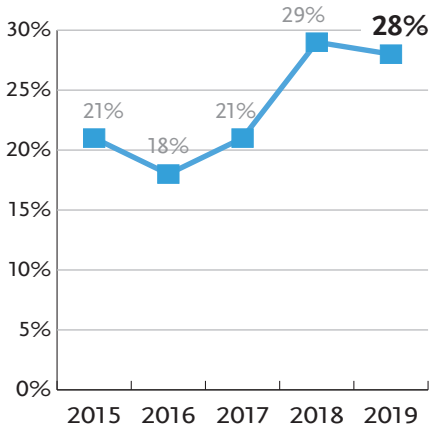


Indecent Exposure (exposure of private parts)

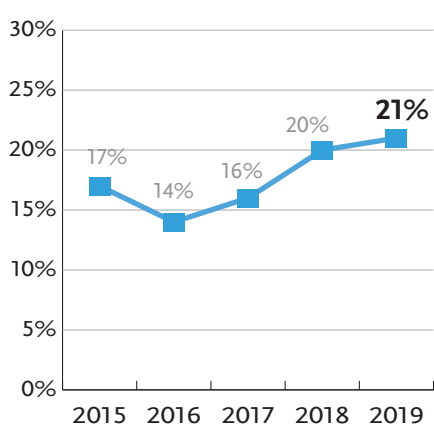


RAIL ■

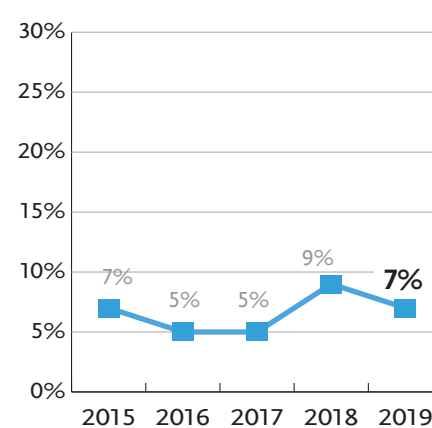
At least one type of sexual harassment



Non-Physical (comments, gestures, etc)



Physical (groping, fondling, etc)



Indecent Exposure (exposure of private parts)

